

UNIVERSITI TEKNOLOGI MARA

**THE PROVISION OF FACILITIES
AND SERVICES FOR THE
NEIGHBOURHOOD
A CASE STUDY OF
NEIGHBOURHOOD AREAS IN
MANJUNG PERAK**

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of the requirement for the degree of
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AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis topic has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

Neighbourhood is a place where the community is attached with the land use and amenities. The facilities and services are important aspect to the residents in their neighbourhood. The neighbourhood facilities and services are based on the planning guidelines were adopted by local governments. The issue that is often being questioned is the provision that can meet the residents' requirements and needs. The aim of this study is to establish facilities and services evaluation approach. The study has developed a satisfaction model incorporated with physical and social factors to establish the evaluation approach. Empirical research has shown the importance of residents' evaluating their neighbourhood. The physical factors are adequacy, amenity condition, distance, accessibility and maintenance. The social factors are feeling convenient, feeling safe and feeling comfort. The research design employed the quantitative approach with qualitative data. The quantitative approach was used to collect primary data from the residents through a questionnaire survey. The qualitative data was used to collect both primary and secondary data. The primary data is from the open-ended questions in the questionnaire survey and the site inventory survey. The secondary data is from the local government and agencies related. Three selected neighbourhoods in Manjung Perak Malaysia are in Seri Manjung, Sitiawan and Lumut. The evaluation was to measure the level of satisfaction among the residents on the existing facilities and services in their neighbourhood. The guidelines used by the local government were also appraised to compare the compliance of facilities and services provided with the planning guidelines. There are three key findings of the research. The first shows that all level of satisfaction of different socio demographic ($M=3.33$) and socio economic ($M=3.55$) are at the moderate level. The second key finding demonstrates the physical factors all satisfaction at moderate level but by rank it show that the highest to the lowest rank are accessibility ($M=3.54$), adequacy ($M=3.51$), amenity condition ($M=3.48$), distance ($M=3.48$) and maintenance ($M=3.46$) of facilities and services. While for social factors, all satisfaction are at the moderate level but by rank are feeling convenient ($M=3.61$), feeling safe ($M=3.60$) and feeling comfort ($M=3.60$). Comparing with the guidelines the adequacy is not fulfilled, amenity condition and maintenance are at moderate condition, and distance and accessibility are fulfilled. The third key finding illustrates a weak correlation below $R=0.510^{**}$ both ways the physical factors with social factor ($R=0.425$) and the social factors with the physical factors ($R=0.427$). Even though it is a weak correlation but it can be ranked with strongest and weakest correlation. For physical factors with social factors is felling comfort, feeling convenient and feeling safe. For social factors with physical factors are maintenance ($R=0.479$), amenity condition ($R=0.458$), adequacy ($R=0.453$), distance ($R=0.387$) and accessibility ($R=0.359$). As a conclusion the residents' satisfaction is very important in provision of neighbourhood facilities and services. The physical and social factors are significant to meet the residents' needs and requirements. This will reflect the policy implication in terms of future neighbourhood developments.

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CHAPTER ONE

INTRODUCTION

1.1 STUDY BACKGROUND

People are generally concerned about the quality of life they have and on how they can improve it. One aspect of this is having a good neighbourhood. The quality of life has a relationship with the opportunities that are provided to meet human desires in the form of built human, social, and natural capitals in their neighbourhood (Costanza, et al., 2007). Nowadays, having a better housing and neighbourhood area is a very important criterion for people. Overall housing and neighbourhood condition deprive aspect of good health which is essential for life satisfaction (Westaway, 2006). In addition to that, a neighbourhood's condition and environment have significant influence on the personal life and comfort of the residents (Chau, Yung, Leung, & Law, 2006). People need a higher quality environment in their residential and neighbourhood areas to make them feel happy (Mohit, Ibrahim, & Rashid, 2010; A. G. Salleh, 2008). However, some residents prefer neighbourhood attachments rather than the environmental components in their neighbourhood area for a better living condition (Ogu & Ogbuozobe, 2001). The relationship between neighbourhood attachments and urban neighbourhood environments can create a better quality neighbourhood (Bonaiuto, Fornara & Bonnes, 2003). This shows that the quality of the community that symbolises a caring community also reflects on the quality of the neighbourhood (Jorgensen, Hitchmough, & Dunnett, 2007). In Malaysia, many similar studies have been done in housing and neighbourhood areas to determine good neighbourhood qualities. For example, Karim (2008) studied residents of low cost public housings in Shah Alam and Klang. A. G. Salleh (2008) studied the dissatisfaction of residents with their housing and residential areas in Penang and Terengganu. Further research by A. G. Salleh (2012) assessed residential satisfaction in housing areas in Terengganu and Penang. The findings of all the studies show that a better housing and neighbourhood area gives residents more satisfactions in their life.